



# THE PPG - SURGERY NEWS SHEET

## Surgery News

This is a longer newsletter than normal, but we are not experiencing normal times and we want to bring you as much information and links to information surrounding Covid19 as possible. There have been changes to the way the surgery is operating dictated by government and while we have tried to give you the latest information, advice is constantly changing.

The PPG is not operating as normal and if you have to go into the surgery you will not find our usual Health Awareness displays and display screen has not been updated. This is because the PPG are not going into the surgery to do the updates. If you have been reading previous Newsletters, Part 2 of 'Accessing NHS Services' will follow when appropriate.

### **The surgery continues to keep up to date with all aspects of Infection control in line with Government guidance.**

Those who feel they need GP appointments are being asked to contact their surgeries as normal, and not to arrive at the practice unless specifically being told to do so following an initial assessment by a suitably trained clinician.

Patients will be asked to give an accurate and detailed description of their symptoms and this will allow them to receive the most appropriate treatment.

If you suspect you may have symptoms of Covid-19 such as a temperature or new cough then you and other members of your household should stay at home as per government guidelines. If you need to speak to a GP please call the surgery for advice.

### **Please do not attend the surgery without an appointment.**

The sites have been zoned and special measures taken to facilitate social distancing to protect patients and staff. Those with suspected Covid-19 symptoms are seen in a dedicated zone. If your GP needs to see you they will advise you where and when to attend.

On arrival at all sites patients can expect to be screened for any fever or cough symptoms. The facility will be arranged to maintain social distancing measures and limit patient numbers on site at any one time.

GP Practices are making alternative arrangements to ensure that patients from the deaf community, people with learning disabilities, those whose first language is not English, and anyone without access to a telephone can access appointments.

## Are clinics still running in GP Practices?

Yes, the majority of essential clinics. At present this is for all child immunisations, urgent blood tests and dressings, but you should check with the Practice as things may change.



- Patients should be aware that staff will be wearing full PPE for any face to face consultations. All other annual reviews are being undertaken by telephone and the surgery is following government guidance. They will continue to reduce unnecessary footfall in the surgeries for cross contamination purposes.
- Visitors to the surgeries can expect to have their temperature checked before entering the buildings.
- Don't be stoic about symptoms – they are open for patient care, just in a different way!

**It is important that people do not delay seeking medical attention if they need it - GP practices are still running, just slightly differently and A&E is still open.**



## Stay Alert

- We can all help control the virus if we all stay alert. This means you must:
  - stay at home as much as possible
  - work from home if you can
  - limit contact with other people
  - keep your distance if you go out (2 metres apart where possible)
  - wash your hands regularly
- Do not leave home if you or anyone in your household has symptoms



## Coronavirus

The symptoms of coronavirus are:

- a cough
- a high temperature
- shortness of breath
- Loss of taste and/or smell



If you think you might have coronavirus

Use the 111 coronavirus service <https://111.nhs.uk/covid-19>

**DO NOT GO TO A GP SURGERY, PHARMACY OR HOSPITAL.**

**Call 111 if you need to speak to someone.**



### What should I do for urgent non-coronavirus medical queries?

Less severe injuries can be treated in urgent care centres or minor injuries units.

Conditions that can be treated at an urgent treatment centre include:

sprains and strains	skin infections and rashes
suspected broken limbs	eye problems
minor head injuries	coughs and colds
cuts and grazes	feverish illness in adults
bites and stings	feverish illness in children
minor scalds and burns	abdominal pain
ear and throat infections	vomiting and diarrhoea
emergency contraception	

**The nearest Minor Injuries Unit is at - Uckfield Community Hospital,  
 Framfield Road, Uckfield.  
 Opening Hours - 8am - 8pm**



## **Easier access to telephone GP appointments for Deaf people across Sussex**

### **If you use British Sign Language (BSL), how do you access care?**

Sussex NHS Commissioners have implemented a Video Relay Service (VRS) for telephone appointments in every GP Practice.

This means mean deaf patients across Sussex will now be able to call their registered practice for free, using the standard telephone number, speak with receptionists and book a telephone appointment with a GP, just as a hearing person can.

An NHS 111 British Sign Language (BSL) Service is also available. This is a free service where a BSL interpreter telephones an NHS 111 adviser and relays their conversation with them.

Where possible, interpreters will be sourced for GP appointments.

## **Dental Care**

- Some Dental practices MAY be open from Monday June 8th
- If you don't have a regular dentist and need urgent dental advice, call NHS 111.
- If your dentist or NHS 111 thinks you need urgent face-to face treatment, they will refer you to a local Urgent Dental Care Centre so that any necessary emergency dental treatment can be carried out.
- If a face-to-face appointment is necessary, you will be advised on what to do. Urgent dental centres have measures in place to minimise any risk from coronavirus.
- If you experience problems with accessing dental care which cannot be answered by the news item on the NHS England [website](#), please email [england.southeastdental@nhs.net](mailto:england.southeastdental@nhs.net) and the relevant member of the dental team will answer.
- Please do not visit A&E departments with dental problems.

## **Where can you get reliable information?**

<https://www.eastsussexccg.nhs.uk/news/>

Information here is updated weekly.

## **Community hubs - What are they and how do I contact them?**

Community hubs offer Community support and Help for the vulnerable.

## **Wealden Community Hub Website**

**Wealden** - [www.wealden.gov.uk/news-and-events/coronavirus-covid-19-latest/community-support/](http://www.wealden.gov.uk/news-and-events/coronavirus-covid-19-latest/community-support/)

**Wealden Community Hub Telephone: 01323 443322**



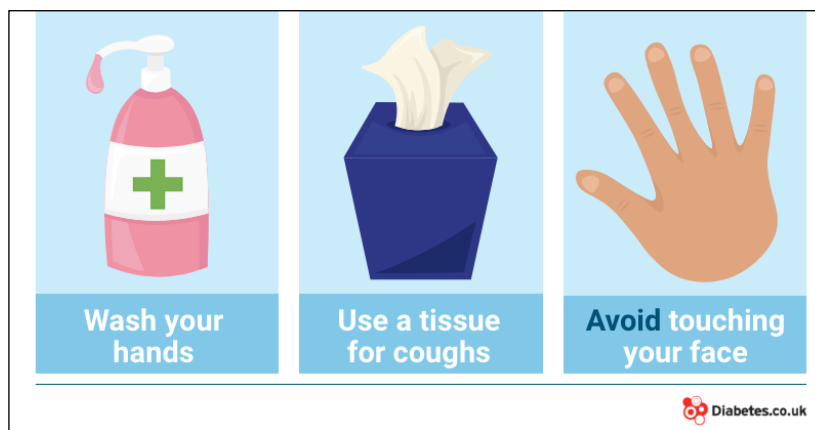


**Wealden District Council** has set up a Covid-19 Community Hub for vulnerable people who need support to allow them to stay at home. These are people who are unable to receive essential supplies by online deliveries or through family, friends and neighbours.

If you are, or know someone who needs food, medical supplies or other support please register using our online form or call 01323 443322 and we will put you in contact with groups in the community and voluntary sector who can help.

An Isolation Pack for the over 70s has been produced by the Sussex Health and Care Partnership. This contains a home environment checklist; useful contact details; tips for diabetics; and tips and hints about eating well.

<https://www.trustdevcom.org.uk/wp-content/uploads/2020/04/Isolation-pack-for-the-Over-70s.pdf>



### Who else can I go to for help?

The best place to go for help is locally. You can contact your local Town or Parish Council, who may be aware of many local community and voluntary groups who can provide support. Many of Wealden's town and parish councils are creating local key contacts, resources and information to help their local communities during the coronavirus outbreak.

### Village Hubs

**East Hoathly Team:** 07716 721435  
email: [assistance@osteopathyforall.co.uk](mailto:assistance@osteopathyforall.co.uk)

Direct message (not post) to:-  
East Hoathly and Halland Community  
Page on Facebook

**Buxted Inn Team:** 01825 733510  
Serves - Buxted, H. Hurstwood &  
Five Ash Down



Village Community Hub  
March 2020

Are you self-isolating or social-distancing?  
Do you need assistance?

- collecting shopping?
- collecting prescriptions?
- a hot meal?
- dog walking?
- just a friendly chat?

Can you provide assistance?

- Would you be happy to help?
- Are you a local business that could provide a service?

Please get in contact

## Baby and Children's Vaccinations

Please ensure that you continue to make appointments for your baby and children's vaccinations. It is important that their vaccination regime is maintained.

### UPDATE ON BABY and CHILDREN'S CLINICS

Baby and pre school children's immunisations are continuing.

These include :- mmr and pneumococcal vaccinations.

All children should have their vaccinations especially those at clinical risk.

East Hoathly clinics are being covered at Buxted and Manor Oak.

This website gives details of what is given when.

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

**Do you need help and advice with Domestic Abuse - Follow this link:-**

<https://www.safeineastsussex.org.uk/domestic-abuse-help.html>

## Child Accident Prevention Trust for Tips during Covid-19

Keep your children safe while you are at home. Take a look at some tips here.

[https://www.capt.org.uk/Handlers/Download.ashx?IDMF=063f132e-7d4d-46cd-b861-d97cc06fd9ad&mc\\_cid=21d5b8bd4b&mc\\_eid=6c5c7635bc](https://www.capt.org.uk/Handlers/Download.ashx?IDMF=063f132e-7d4d-46cd-b861-d97cc06fd9ad&mc_cid=21d5b8bd4b&mc_eid=6c5c7635bc)



YMCA offer help and support to children, young people and families with a particular focus on the needs of young people who find themselves on the fringes of society and need support.

COVID-19 is causing great uncertainty. This page is for young people, including our residents. We know you may be feeling anxious about how it is going to affect you. But, don't worry we've got your back!

Join us for the Virtual Youth Group - We Have: or

<https://www.ymcadlg.org/virtual-youth-clubs>.

**A Place For You To Go, A Place For You To Chat, A Place For You To Get Advice, A Place For You To Have Your Say, A Place For You to Chill And A Place For You To Have Some Fun.**

**Don't be stuck alone, get talking and reduce isolation.**

**Looking after your wellbeing in self-isolation. Take a look at this site:**

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>

**Manage your asthma well to reduce the risk from coronavirus.**

Find useful information at this site:

<https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/what-should-people-with-asthma-do-now/>



It is important to use the correct inhaler at the correct time and to use the preventer inhaler and not abuse the blue inhaler.

This video gives some good advice.

<https://www.asthma.org.uk/advice/inhaler-videos/>

Here you will find Asthma UK's for advice on correct inhaler use, when to increase SABA use, when to contact the surgery. Antihistamines, nose sprays etc. - there's lots of help and information here.

**Respiratory Patients**

Have you got action plans? You can have your reviews by phone.

Here is a link to a good fitness program. Try it out.

<https://www.blf.org.uk/support-for-you/keep-active/exercise-video>

**Do you have Diabetes?**

You really should keep active, go for a daily walk; do some home exercises. Your regular face to face foot checks are currently not happening, so remember, be vigilant and look after your feet. If you keep your diabetes under control, you should stay well. Blood tests are being deferred for a couple of months, which if your diabetes is under control, should not be a problem. Remember also, to check your blood pressure at home.

See [https://www.diabetes.org.uk/about\\_us/news/coronavirus](https://www.diabetes.org.uk/about_us/news/coronavirus) for more information regarding Diabetes.

**Are you still Smoking?**

This would be a really good time to give up smoking and save money as a bonus. The nurses would be happy to give you help and advice over the phone to start you on your journey. The NHS site also has some help.

<https://www.nhs.uk/live-well/quit-smoking/10-self-help-tips-to-stop-smoking/>

email us at: [behppg@live.com](mailto:behppg@live.com)

## Skin Care in the Sun

You may not be going on holiday, but you can still be burnt by the sun here in the UK. Remember to use suntan cream liberally on children and adults; wear a hat and sun glasses, even in the garden. Sun burn is painful and dangerous and could lead to skin cancer.



**Would you like to receive this letter by email?**

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